



IGA COMPLAINTS POLICY

Version 1 - April 2024



Purpose of this Complaints Policy

IGA values and actively seeks feedback from our customers across all aspects of our operations. Should you have any concerns regarding our products, services, customer support, or interactions with our staff, we are dedicated to not only resolving them to your satisfaction but also utilizing them as learning opportunities to enhance our business and elevate the customer experience moving forward. Our commitment entails addressing complaints promptly and equitably, whenever feasible, without resorting to formal investigations or external interventions. Specifically, our Complaints Policy aims to establish a transparent and equitable process for customers to express grievances regarding IGA, its products or services, customer support, or staff interactions; to ensure that all individuals associated with IGA are equipped to manage customer complaints effectively; to guarantee that complaints are addressed impartially and promptly; and to extract valuable insights from complaints for future prevention of similar issues.

What this Complaints Policy Covers

This Complaints Policy encompasses the sale of goods and/or provision of services by IGA, our customer service, and the conduct of our employees. Within the scope of this policy, any mention of IGA includes our staff members. Complaints may pertain to various aspects of our operations, including but not limited to:

- The caliber of customer service provided by IGA.
- The conduct and professional proficiency of our employees.
- Incidents involving delays, defects, or other issues related to the sale of goods by IGA.
- Incidents involving delays, defects, or other issues related to the provision of services by IGA.

Items not categorized as complaints under this policy should be directed to the appropriate individual or department. These include:

- General inquiries regarding our goods and/or services.
- Requests for returns of damaged, faulty, incorrect, or unwanted goods in accordance with our Terms of Sale, where no further complaint exists.
- Matters pertaining to contractual or legal disputes.
- Formal requests for information disclosure, such as those falling under the Data Protection Act.



Making a Complaint

All complaints, whether pertaining to our goods and/or services, our customer service, or our employees, should be submitted using one of the following methods:

- In writing, addressed to IGA, Unit 6, 52 Edison Business Centre, Aylesbury Bucks HP19 8TE.
- By email, via info@igauk.com with the title 'IGA Complaint'

When lodging a complaint, please provide the following information in as much detail as possible:

- Your full name, address, telephone number, and email address.
- If you are submitting a complaint on behalf of someone else, please include their name and contact details, as well as your own.
- If your complaint pertains to a specific transaction, please provide the online order number or invoice number.
- If your complaint involves a particular employee of ours, please include their name and, if applicable, their position.
- Additional details regarding your complaint, including relevant dates, times, events, and individuals involved.
- Any documents or evidence you wish to include in support of your complaint.
- Your desired resolution from IGA to address and rectify your complaint. (Please note that while we will make every reasonable effort to accommodate your requests, we are not obligated to take action beyond our contractual or legal obligations.)



How we handle your complaint

IGA operates a two-stage complaint handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Stage One without further recourse to Stage Two. If you are not satisfied at the end of Stage One, you may escalate your Complaint to Stage Two.

Level One:

Upon receipt of your Complaint, the IGA Administrator will log the Complaint in our Complaints log and will acknowledge receipt of it in writing or email within 10 Working days, giving you a Complaint Reference number.

When we acknowledge receipt of your Complaint, we will also provide details of your Complaint Handler. This may be the Administrator to whom your original Complaint was directed (as above) or your Complaint may be assigned to another appropriate member of our team.

If your Complaint relates to a specific employee, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.

If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

We aim to resolve Stage One Complaints within 28 Working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

At the conclusion of the Stage One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Stage Two in the form of an Appeal.



How we handle your complaint

If you are not satisfied with the resolution of your complaint at Stage One, you may appeal the decision within 10 Working days, and have the complaint escalated to Stage Two. Appeals are handled by Management level members of our team.

Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged in writing within 10 working days. When we acknowledge receipt of your Appeal we will also provide details of your Appeal Handler.

If your Complaint relates to a specific employee, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.

If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

We aim to resolve Stage Two Complaints within 28 working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

At the conclusion of the Stage Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final.